

Grenfell Community Support Programme



Learn more about the support available for the immediate community living near Grenfell Tower (area within 500 metres of the tower)

This document aims to help you access the Grenfell Community Support. If you need a translation, please contact us at GrenfellCommunitySupport@rbkc.gov.uk or by calling [020 7361 2008](tel:02073612008).

Amharic – ይህ ሰነድ የግፈንፌል ማህበረሰብ ድጋፍን እንድትደርሱ ለማግኘት ያለመ ነው። ትርጉም ከፈለጉ፣ እባክዎን በ GrenfellCommunitySupport@rbkc.gov.uk ወይም በመደወል ያግኙን [020 7361 2008](tel:02073612008).

Arabic – يهدف هذا المستند إلى مساعدتك في الوصول إلى دعم مجتمع Grenfell. إذا كنت بحاجة إلى ترجمة، يرجى الاتصال بنا على GrenfellCommunitySupport@rbkc.gov.uk أو عن طريق الاتصال [2008 7361 020](tel:02073612008).

Bengali – এই ডকুমেন্টটির লক্ষ্য হল আপনাকে গ্রেনফেল কমিউনিটি সাপোর্ট অ্যাক্সেস করতে সাহায্য করা। যদি আপনার অনুবাদের প্রয়োজন হয়, তাহলে অনুগ্রহ করে GrenfellCommunitySupport@rbkc.gov.uk ঠিকানায় অথবা [020 7361 2008](tel:02073612008) নম্বরে কল করে আমাদের সাথে যোগাযোগ করুন।

Farsi – هدف این سند کمک به شما برای دسترسی به پشتیبانی انجمن گرنفل است. اگر به ترجمه نیاز دارید، لطفاً با ما در GrenfellCommunitySupport@rbkc.gov.uk یا با تماس تماس بگیرید [2008 7361 020](tel:02073612008).

Portuguese – Este documento tem como objetivo ajudá-lo a aceder ao Suporte da Comunidade Grenfell. Se precisar de uma tradução, contacte-nos através do e-mail GrenfellCommunitySupport@rbkc.gov.uk ou do telefone [020 7361 2008](tel:02073612008).

Somali – Dukumeentigan wuxuu ujeedadiisu tahay inuu kaa caawiyo helitaanka Taageerada Beesha Grenfell. Haddii aad u baahan tahay turjumaad, fadlan nagala soo xiriir GrenfellCommunitySupport@rbkc.gov.uk ama wac [020 7361 2008](tel:02073612008).

Spanish – Este documento tiene como objetivo ayudarle a acceder al servicio de asistencia comunitaria de Grenfell. Si necesita una traducción, póngase en contacto con nosotros en GrenfellCommunitySupport@rbkc.gov.uk o llamando al [020 7361 2008](tel:02073612008).

Tigrinya – እዚ ሰነድ እዚ ነፍይ ግረንፌል ማህበረሰብ ደገፍ ንምርካብ ክከግዝካ ዝዓለመ እዩ። ትርጉም ምስ እትደልዩ ብ GrenfellCommunitySupport@rbkc.gov.uk ወይ ብ [020 7361 2008](tel:02073612008) ብምድዋል ናኽቡና።



Page of contents

Welcome	4
Grenfell Community Support	5
Who is the support for?	6–7
How to apply for the support	8
Wellbeing grant	9
Free leisure centre membership	10
Communication and resident engagement	11
Grenfell Community Advocacy Team	12
Community Activities	13
Education and training support	14
Complaints and feedback	15
Monitoring and the role of the Independent Scrutiny Function	16
Documents accepted as proof of address	17
Documents accepted as proof of address for children	18
Documents accepted as proof of bank details	19

Welcome

We are pleased to launch the second year of our programme of support for the immediate local community near Grenfell Tower.

This support is explicitly for those who lived within 500m of the Tower at the time of the tragedy or live in the area now.

This programme is in place for 4 years, and began in January 2025. In the second year of the programme, for you and your family, the support includes:



A **£550 household wellbeing grant** for households who were living in the 500m area at the time of the Grenfell tragedy (an increase from £350 in Year 1 of the programme)



Support from the **Grenfell Community Advocacy Team** that is available to help you with housing, health and other issues



Free leisure centre memberships



Access to **new community activities**

This handbook contains information about the support, including the eligibility criteria, how you can apply, and who to contact if you have any questions.

We will closely monitor the delivery of the Grenfell Community Support and regularly seek your views on how things are working so the shape of the programme can evolve over the next years to continuously meet your needs.

There is also Education, Employment and Training support for children through to adults. You can find out more information about this later on in the handbook.

If you have any questions or would like to be involved in monitoring the support, please get in touch by emailing [**GrenfellCommunitySupport@rbkc.gov.uk**](mailto:GrenfellCommunitySupport@rbkc.gov.uk).

Best wishes

Grenfell Partnerships Team
Kensington & Chelsea Council

Grenfell Community Support

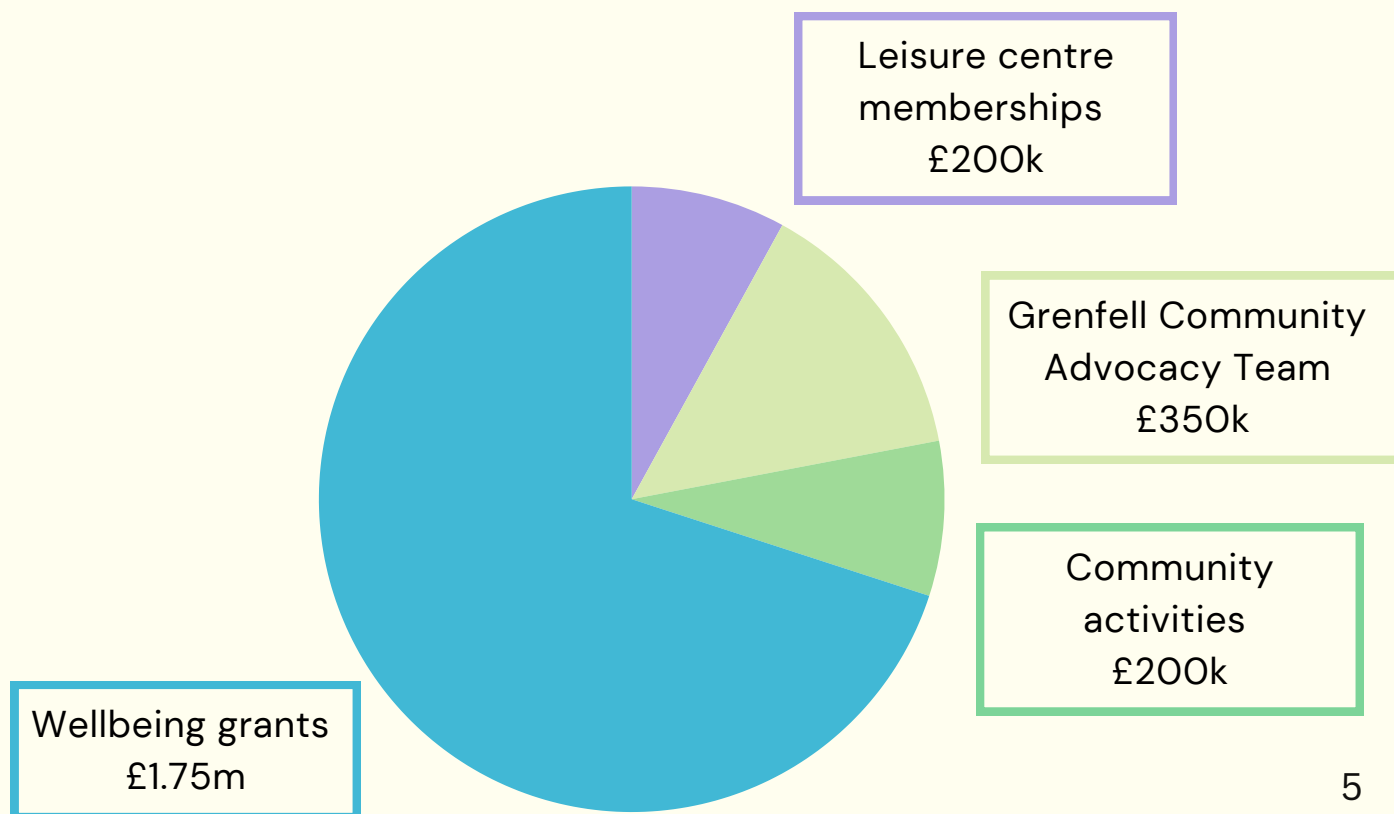
Introduction

In December 2024, the Council agreed plans for a new programme of support for the immediate local community. This was shaped with residents during a seven month consultation, ending in May 2024. From June to December 2024 we worked with a resident group to consider key choices on the implementation.

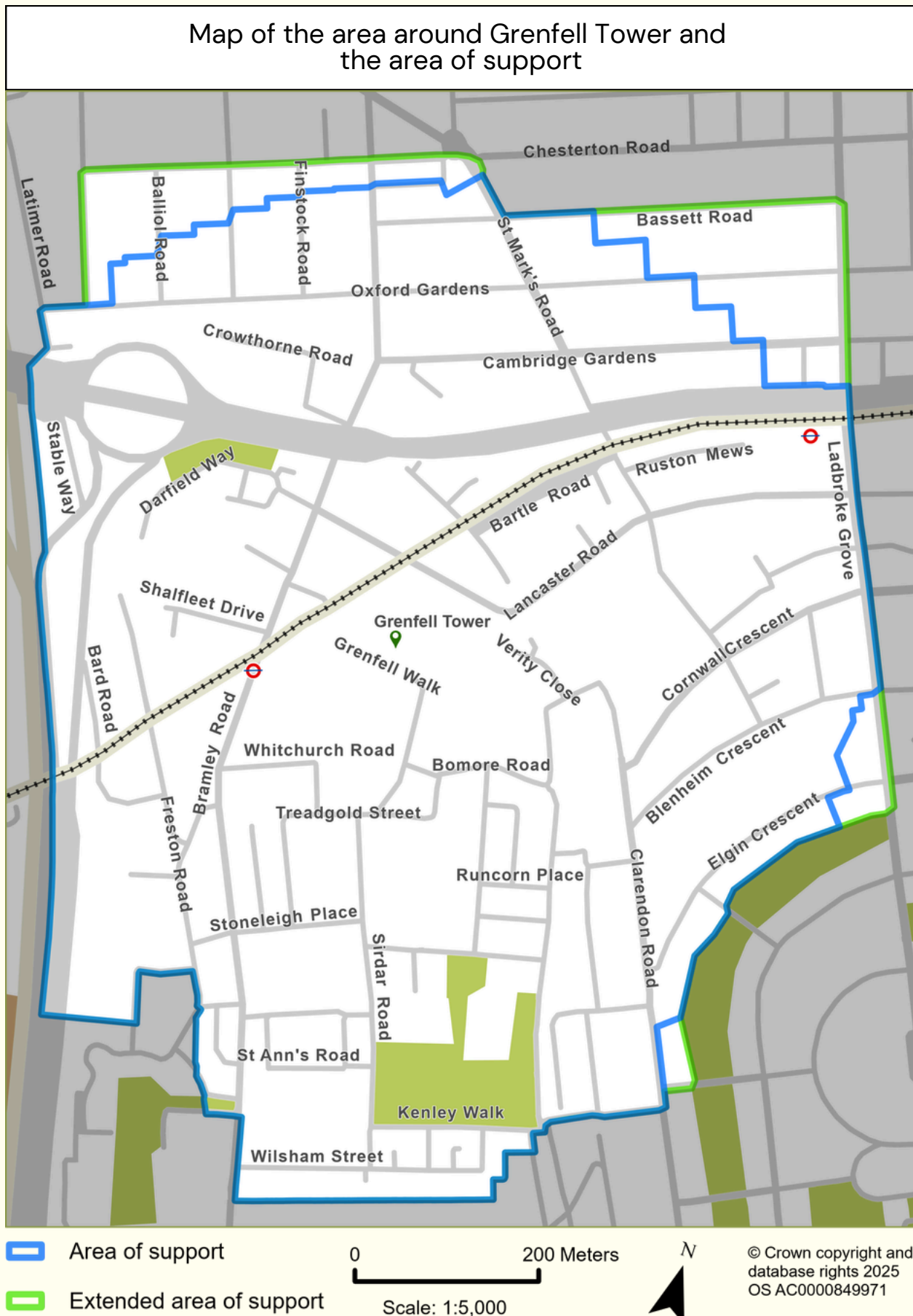
This programme is part of the Global Settlement Agreement and funded jointly by the Council, government and the companies involved in the refurbishment of the Tower.

What does the Grenfell Community Support include?

The Grenfell Community support is running for 4 years, with an annual budget of £2.5m. This allocation is reviewed on a regular basis with residents. Following the review of the programme in 2025, the budget breakdown for the second year of the programme has been amended and is presented in the chart below:



Who is the support for?



The support is for the immediate community living close to the tower (i.e. residents living within 500m of the tower or who were living in this area at the time of the tragedy).

The map on the previous page shows the boundaries for the support:

- **Anyone who was living within the blue boundary** at the time of the tragedy is automatically entitled to household wellbeing grants.
- **Anyone currently living within the blue boundary** is eligible for the leisure centre memberships.
- **Anyone living within either the blue or green lines** is eligible to access the support of the Grenfell Community Advocacy Team.
- **Discretion will be applied** for people who live slightly outside the boundary (between the blue and green lines) for access to the wellbeing grants and gym memberships.

Local residents who are able to access the separate programme of support for bereaved and survivors are not eligible for the community support.

If you would like more information about the eligibility for the support, you can read the eligibility policy here:

linktr.ee/grenfellcommunitysupport

How to apply for the support

Check you are eligible

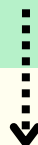
1. Wellbeing grants p.9
2. Leisure centre memberships p.10
3. Grenfell Community Advocacy Team p.12



Have your evidence documents ready



- To reduce eligibility checks to a minimum, we will use council records. Where these are available, you may not need to provide a proof of address. If you apply online, the online form will guide you through this.
- Before uploading evidence on the online form, please give each document a different filename.
- If you apply via a drop in, please bring original documents or electronic copies.



Apply for the support

You can apply in various ways:

- Apply online here:

<https://www.rbkc.gov.uk/grenfellapply>

- Come to one of our drop ins in the community (check the web link for locations and times)



If you need further information or assistance, please contact us at
GrenfellCommunitySupport@rbkc.gov.uk or by calling
020 7361 2008.

Wellbeing grant

What is it?

It is a grant paid to a household by bank transfer (£550 per household in the second year) that your household will be able to use flexibly on any type of services or products that support recovery. For example, the grant can be used to fund day trips, family gatherings or buy something that would be useful for your household.

When applying, you'll be asked to confirm that all household members agree to the funds being paid into your bank account.

Wellbeing grant payments received via the Grenfell Community Support programme are **exempt from Income Tax** and **do not** impact entitlement to means-tested benefits. For more information please visit:

www.gov.uk/government/publications/restorative-justice-grenfell-support-programme-factsheet.

Who's eligible and how to apply?

Households who had their **main and principal home within 500m of the tower** at the time of the tragedy (within blue boundary as shown on the map p.6) and have a main and principal home address in the UK. Discretion will be applied for households who lived between the blue and green boundaries. You can apply through the online form.

For faster approval and payment, we request that the application for the grant is made by

- The current Council Tax account holder if you live in RBKC; or
- The main tenant / joint tenant / leaseholder if you live in an RBKC council property

Evidence documents needed to apply

- **Bank details** that shows the applicant's name, current address, bank account number and sort code. To submit bank details online, you will need to upload a photo or PDF of a bank statement that is no more than 3 months old. (See p.17 for other acceptable proof of bank details)
- **Proof of address from June–September 2017**, especially if you have moved since the tragedy. (See p.16 for acceptable proofs of address)

Free leisure centre membership

What is it?

Free annual Kensington Leisure Centre memberships:

- Adult membership which provides access to the swimming pool, the gym and fitness classes.
- Junior membership for children and young people aged 11–17 which provides access to the swimming pool, junior gym sessions and junior fitness classes.

NB. The memberships do not give access to the spa or soft play area

We can also offer alternative memberships at Westway Portobello Fitness Club or Westway Sports Centre if you do not feel comfortable accessing Kensington Leisure Centre. Please contact us if you would prefer to access either of these centres.

Who's eligible and how to apply?

Individuals aged 11+ who have their **main and principal home within 500m of the tower.**

Applications can be made through the online form. For faster approval, we recommend that the application for the leisure centre membership is made as a single application if several people within the household wish to apply.

Documents needed to apply

Proof of current address for the individuals living at the address who request a leisure centre membership (see p.17 for acceptable proofs of address).



Communication and resident engagement

The programme keeps residents informed and involved through regular communication and engagement activities, which include:

- Monthly **newsletters** with information about the programme and what's happening in the area, and quarterly monitoring updates on Grenfell Community Support
- **Weekly local drop-in sessions** where you can ask questions and share feedback about the programme
- **Home visits** by the Grenfell Community Advocacy Team to reach as many residents as possible
- An **Operational Steering Group** so residents can monitor progress and share views on delivery
- **Annual surveys** to hear your views about the programme and changes to the support

How to get involved?

If you would like to find out more about the Operational Steering Group or simply want to share your views and suggestions about the support, please email [**GrenfellCommunitySupport@rbkc.gov.uk**](mailto:GrenfellCommunitySupport@rbkc.gov.uk).



Grenfell Community Advocacy Team

What is it?

The Grenfell Community Advocacy Team can help you with housing, health and other issues.

The team will work closely with you to resolve an issue. They will advocate on your behalf, connect you with appropriate services and follow up to check you are satisfied with the outcomes.

They will be visible in the community, meet with you face to face or over the phone, as well as work closely with community groups to make sure people feel heard.

Who's eligible and how to apply?

- **Individuals who currently live within 500m of the tower** (within green boundary as shown on p.6)
- **Individuals who were living within 500m of the tower at the time of the tragedy** and currently living in RBKC or are placed in Temporary Accommodation by RBKC outside of borough

If you'd like to contact the team, please call them on **020 7361 2008** or email them on **GCAT@rbkc.gov.uk**. Duty hours are Monday to Friday between 10am and 4pm.



Community Activities

All individuals eligible for the Grenfell Community Support programme can also access our Community Activities offer. This will include a variety of free activities.

This programme is designed with residents, taking into account the feedback we hear about what you would like to see. Your views will feed into the design of the full offer which will launch later in the year, following on from the Community Activities pilot taking place between May and August 2026.

Information on how to sign up to activities will be included in our newsletters.

Share your views!

If you'd like to share your feedback and suggestions for the Community Activities, please email [**GrenfellCommunitySupport@rbkc.gov.uk**](mailto:GrenfellCommunitySupport@rbkc.gov.uk).



Education and training support

We are committed to supporting learning and growth within the immediate community. The Adult Education Offer provides bursaries of up to £1,000 to help eligible adults achieve their career goals. You will also have access to a dedicated employment worker who can offer one-on-one support for career development and growth.

The Grenfell Education Hub has opened in North Kensington and provides support for children, young people and their families including advice, workshops, specialist services and activities for ages 0-25. Children and young people are also able to apply for bursaries of up to £1,500.

More information and the registration forms for the Education and Training support for children and young people can be found by visiting www.rbkc.gov.uk/Grenfell-Education

The registration form for the Grenfell Employment Service can be found by visiting www.rbkc.gov.uk/Grenfell-Employment-Service

This programme is running for 4 years.



Complaints and feedback

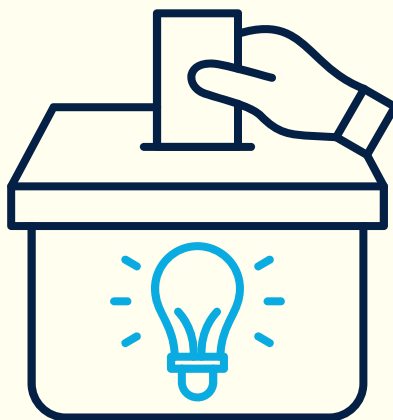
If you are unhappy with aspects of the support or would like to share feedback with us, please contact us, so we can try and put things right or capture your feedback

If you'd like to make a complaint, you can do so in a range of ways:

- by email at complaints@rbkc.gov.uk
- by completing an online form at www.rbkc.gov.uk/contact-us/complaints-compliments-and-feedback
- over the phone by calling us on **020 7361 2008** and we will log the complaint for you

We will respond to your complaint in line with the council's complaint policy: **10 working days** for your stage 1 complaint or **20 working days** if your complaint is particularly complex. We will keep you informed of our progress and timelines

If you are unhappy with the response and would like to escalate your complaint, in line with the complaints policy, we will aim to respond to your stage 2 complaint in **20 working days**.





Monitoring and the role of the Independent Scrutiny Function

We closely monitor the delivery of the support to ensure it meets residents' needs and will regularly report to all residents about the delivery, reach and impact of the Grenfell Community Support.

We send out an annual review survey to households who have accessed the support programme to find out more about your experiences and ask for feedback on the future direction of the programme.

There is also an Independent Scrutiny Function (ISF) which provides independent scrutiny and challenge on the programme. The ISF publishes a scrutiny update every 3 months, and holds workshops with residents to hear your experiences and views on the legacy of the programme. If you would like to find out more about the ISF, please contact them at ISF@involve.org.uk or visit linktr.ee/independentscrutinyfunction to read their scrutiny reports.



Documents accepted as proof of address

We will use internal council records, for example, council tax or RBKC housing management information, as evidence of eligibility. In this case, you will not be asked to provide a proof of address. But there will be cases when we will not hold this information and we will ask you to provide some evidence in relation to:

- Your current address and/or
- Your address at the time of the tragedy

Proof of address requirements

- Show the name and address of applicant(s)
- Relate to your permanent home address (not a secondary home or business address)
- Be less than **3 months old** for proof of current address; or
- Be dated between **June and September of 2017** for proof of address at the time of the tragedy.

Accepted Documents

- Full UK photocard driving licence (for 2017 address this needs to have been issued between June and September)
- Payslip, P45 or P60
- Council Tax bill (except RBKC issued bills for current address evidence)
- Bill from utility company providing a service. (NB. Mobile phone bills will not be accepted)
- HMRC / Inland Revenue letter and DWP letter about benefit entitlement
- UK TV licence letter/Direct Debit schedule
- Letter from NHS GP with relevant stamp
- UK bank statement (NB. These are only accepted as proof of address at the time of the tragedy)
- Tenancy Agreement
- Email from Housing Association confirming address (must be sent directly to our inbox)

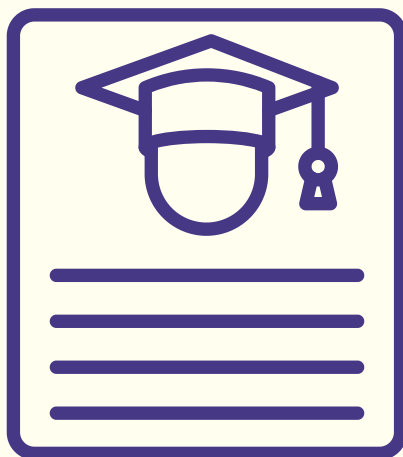
Documents accepted as proof of address for children

Additional proof of address for individuals who were children at the time of the Grenfell tragedy

- Enrollment letter from a school
- Certificate of school attendance

When you are providing evidence of your address, the date and details should be clear, and the document shouldn't be edited or altered in any way. We will only accept image files (JPEG or PNG) or PDFs under 5MB.

The Council may conduct verification checks and if it is found that false information has been provided, appropriate action may be taken which could affect current and future grant payments or access to free leisure centre memberships.



Documents accepted as proof of bank details

To enable us to process the grant payment faster, please share the **bank details of the applicant.**

The name on the bank account must match the name of the main applicant, and the bank details must include a 6-digit sort code and an 8-digit account number.

We will pay the grant by transfer to a **UK personal current account or cash account**, but not a business account, temporary account or credit card. We cannot pay the grant by cheque.

Bank detail requirements

Before we can make the payment, we will need to verify your bank details to protect the Council and residents from fraud.

You will need to supply one of the following:

- ✔ **Preferred – A scan, photo or screenshot of a redacted bank statement that shows the applicant's name and address, the account name, the sort code and bank account number, as well as the name and address of the bank.**
- A scan or photo of a pre-printed paying in slip for your account.
- A scan or photo of a crossed cheque.
- A scan or photo of the front of your bank card that shows your name, the sort code and bank account number, as well as the name of the bank. **Please do not include any security numbers or codes on the back of your bank card.**
- A bank welcome letter instead of a statement for accounts opened in last 3 months. The letter must confirm the date the account was opened and all of the account details listed above.

Please note we cannot accept transaction listings or screenshots.